Vermont Health Services Enterprise Platform Current State Architecture

Vermonters · **Workers** · **Providers** · **Employers**

Mobile / Disconnected · Web · Phone, Fax, IVR · Email, Imaging · Chat · Local Office

Security – Identity and Access Management, SSO

Business Rules
- Policy Modeling
- Natural Language Rule Authoring
- Rule Debugging & Regression Testing

Enterprise Portals: Workers, Clients, Providers, Consumers

Integrated Eligibility Social Services
- Intake
- Assessment
- Service Benefit Plan
- Provider Mgt.

Common Functional Components
- Marketing / Outreach
- Eligibility Determination
- Screening
- Verification
- Change of Circumstance

Health Insurance Exchange AHBE / SHOP
- Plan Selector eCommerce
- Subsidy Calculation
- Enrollment / Payment
- SHOP Portal
- Account View
- Plan Management

CRM Call Center & Case Management
- Activity Management
- CTI / IVR
- Service Request Management
- Investigations & Appeals
- Assignment & Workflow

Business Intelligence
- Dashboards
- Ad Hoc & Scheduled Reporting
- OLAP / Data Mining

SOA Enterprise Integration Services

Policy Automation
- Eligibility Determination
- Benefits Calculation
- Temporal Reasoning

Enterprise Financials
- Billing & Payments
- Receivables & Collections
- Financial Accounts

Insurance Carriers
- Plans / Pricing
- Enrollment
- Benefits Summary

Federal Data Hub
- IRS
- DMV
- SSA
- HHS
- DHS
- Equifax

Master Data Management & Data Quality Services
- Matching Services
- Data Cleansing
- De-duplication
- Fraud Detection
- Standardization
- Client Identifiers

Data Management
- Structured & Unstructured Data
- Data Security & Availability